

Service Provider Initiative 4: Centralized IT Procurement Process

Key Activity: 1	Recommend communications programs between agencies, ICN and DAS
<p>Description</p> <p>SLA's, cost projections, problem escalation, performance measures, business process impacts, BPR, marketing strategy, transition approaches, grandfathering</p>	

Priority (H, M, L)	Risk (L, M, H)	Incremental Cost (\$000's)	Time to Complete (months)
H	M	\$0	ongoing

Considerations and Mitigation Approach (n/a if not applicable)

Legislative: n/a
Administrative Rules: n/a
<p>Cultural:</p> <p>Sensitivity to cultural 'history'; good communications skills – mitigation is carefully choosing the members, department director leadership, and ownership</p>
Dependencies on other groups: n/a

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Key Activity: 2	Conduct or provide input to a 3rd party spend analysis
<p>Description</p> <p>Provide input to a 3rd party spend analysis and categorize - e.g., funding source, hardware, software, telecom, staff augmentation and professional services; and service agreements</p> <p>Does the 3rd party analysis include a review of service levels? Jim Says 'no'.</p> <p>(\$0 if initiative is done); if conducted, \$50 – 150K</p>	

Priority (H, M, L)	Risk (L, M, H)	Incremental Cost (\$000's)	Time to Complete (months)
H	L	\$0 - \$150k	3 – 6 months

Considerations and Mitigation Approach (n/a if not applicable)

Legislative: appropriations if EIP has to conduct
Administrative Rules: n/a
Cultural:
Time to gather info and put data into the Analyst's models
Dependencies on other groups: Public Strategies Group is leading the initiative for all (not just IT) spending

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Key Activity: 3	Document current practice and process of the agencies
<p>Description</p> <ul style="list-style-type: none"> • Interview instrument designed; (face to face) • How and what to buy • Non-State funding and requirements • Current agency performance standards against goals and how reported - ejc • Methodologies employed (RFP, detailed spec writing, drawing against existing contracts) • What are the Procurement resources and how do they divide IT and non-IT spending and resources • Approvals and dollar amounts or ???? <p>\$0 if internal; Cost if 3rd party is engaged to facilitate</p> <p>(notion that this can be concurrent with Spend Analysis); may have some info in I³</p>	

Priority (H, M, L)	Risk (L, M, H)	Incremental Cost (\$000's)	Time to Complete (months)
H	L	\$0k - \$150K	3 – 6 months

Considerations and Mitigation Approach (n/a if not applicable)

Legislative: n/a
Administrative Rules: n/a
Cultural: n/a
Dependencies on other groups: Availability of internal staff to participate

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Key Activity: 4	Identify roles between agencies, a central IT procurement process, and other purchasing groups
<p>Description</p> <ul style="list-style-type: none"> • Understand roles and responsibilities • Review implications of 'locating' the Central IT Process within ITE or as a specialty function within GSE (among other choices) • Consider staff requirements • Levels and numbers of approval • Dollar thresholds, within/outside of approved budgets • SLA's • Review past initiatives (lessons learned) <p>A very early task with lots of ongoing refinement</p>	

Priority (H, M, L)	Risk (L, M, H)	Incremental Cost (\$000's)	Time to Complete (months)
H	M	\$0 - \$300k	6 – 12 months

Considerations and Mitigation Approach (n/a if not applicable)

Legislative: n/a
Administrative Rules: n/a
Cultural: n/a
Dependencies on other groups: n/a

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Key Activity: 5	Recommend performance management goals and reporting to Business Oversight Group
<p>Description</p> <p>Identify the goals and measures reported to an 'oversight' group</p>	

Priority (H, M, L)	Risk (L, M, H)	Incremental Cost (\$000's)	Time to Complete (months)
H	unknown	\$0	2 weeks

Considerations and Mitigation Approach (n/a if not applicable)

Legislative: n/a
Administrative Rules: n/a
Cultural: Aligning different agency expectations and calming fears; Mitigated by communications programs and Customer Councils, establishing trust via performance
Dependencies on other groups: n/a

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Key Activity: 6	Establish a rule review process while developing new procedures OR Develop New Processes??? (ejc)
<p>Description</p> <p>Rule review, Waiver processes, Grandfathering New processes developed and tested - ejc</p> <p>If developing new processes, is this not longer????? Is this a fair statement??? Process maps will be documented, available and reviewed periodically for currency. Process tasks will be defined and documented. Changes to rules and other standards will be described with documented plans to incorporate such changes. Appropriate documentation will be made available on Iowa's Intranet. A communications plan will describe the means by which the new processes are introduced to a given agency.</p>	

Priority (H, M, L)	Risk (L, M, H)	Incremental Cost (\$000's)	Time to Complete (months)
H	n/a	internal	2 weeks

Considerations and Mitigation Approach (n/a if not applicable)

Legislative: n/a
Administrative Rules: n/a
Cultural: n/a
Dependencies on other groups: n/a

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Key Activity: 7	Recommend a strategy by which each agency transitions into the Central IT Process
<p>Description</p> <ul style="list-style-type: none"> • Sequencing (which agencies start first, second, etc.) • Implications of existing contracts and cooperative agreements • Evaluate transition costs, cost savings and other business impacts • Estimate transition and migration costs while balancing risks • Recognize value of existing processes and resources • Review past practices and lessons learned • Build transition project plan with intent to review for lessons learned following each transition - ejc • Address tactical risks and mitigation approaches - ejc <p>1st occurrence is longer; next ones may be more efficiently performed</p>	

Priority (H, M, L)	Risk (L, M, H)	Incremental Cost (\$000's)	Time to Complete (months)
H	H	\$0 - \$150k	3 – 6 months

Considerations and Mitigation Approach (n/a if not applicable)

Legislative: n/a
Administrative Rules: n/a
Cultural: Sensitivity and history, program requirements; resistance to change – mitigated by performance and flexibility
Dependencies on other groups: n/a

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Key Activity: 8	Recommend a Performance-Based Partnering Strategy
<p>Description</p> <ul style="list-style-type: none"> • Notify suppliers of Iowa's intent to centralize • Very close link between Central IT Process and Federal funding and general accounting principles (GAAP) • Identify tracking requirements for I³ – or other system – to track this data • Review prior efforts and lessons learned • Review reciprocal agreements for data sharing, memorandums of understanding, etc • Review and estimate department cost impact. • Iowa's targeted supplier base – (diversity, Iowa-based, etc) ejc <p>Potentially very high</p>	

Priority (H, M, L)	Risk (L, M, H)	Incremental Cost (\$000's)	Time to Complete (months)
H	M	\$0 – \$75k	3 months plus ongoing

Considerations and Mitigation Approach (n/a if not applicable)

Legislative: n/a
Administrative Rules: n/a
Cultural: Aligning different agency expectations and calming fears; Mitigated by communications programs and Customer Councils, establishing trust via performance
Dependencies on other groups: Possible systems changes to capture / report this data